

BST Totals

For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services

Business Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	98.94	98.82	98.96	98.94	99.09	99	98.56	98.96	98.85	98.88
% Provisioning Troubles 30-day	7.01	8.4	9.21	5.79	7.73	6.46	8.73	7.14	6.69	7.92
% Maintenance Appointments Met	79.68	77.09	78.09	89.22	80.08	89.62	85.4	82.62	90.82	81.19
Maintenance Avg Dur Receipt to Clr	8.85	10.74	10.23	10.66	9.35	8.52	10.39	9.75	9.94	10.11
% Mtce Repeat Troubles 30-day	14.67	14.32	16	13.89	14.49	13.8	14.45	14.04	15.26	14.74
% Trouble Report Rate	1.78	2.2	2.04	1.63	1.76	1.8	1.71	1.87	1.87	1.94
% Out of Service < 24 Hours	93.39	90.31	90.83	91.95	90.39	95.02	91.27	90.72	90.96	91.11

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measurement group)

Blank cells occur as a result of either No activity

or when a divide by zero error would result.

BST Totals

For the Time Period: 12/01/1997 - 12/31/1997

Resale Services

Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.97	99.94	99.94	99.86	99.97	99.97	99.94	99.98	99.9	99.94
% Provisioning Troubles 30-day	2.1	2.8	2.6	1.9	2.4	2	2.4	2.2	2.3	2.4
% Maintenance Appointments Met	95.29	93.39	84.27	97.5	93.7	96.65	95.52	95.85	96.95	93
Maintenance Avg Dur Receipt to Clr	8.6	8.3	10.7	7.9	8.5	9.5	6.8	6.8	8.3	8.6
% Mlce Repeat Troubles 30-day	14.4	14.2	15.5	12.8	13.8	13.5	11.9	13	13.8	14
% Trouble Report Rate	1.4	1.65	1.46	1.12	1.33	1.4	1.17	1.26	1.33	1.42
% Out of Service < 24 Hours	89	91.3	87.3	90.6	88.3	86.1	94	93.8	91.5	90.2

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BST Totals

For the Time Period: 12/01/1997 - 12/31/1997

Resale Services

Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	88.63	88.69	89.13	88.44	93.08	83.85	89.62	88.65	89.04	89.03
% Provisioning Troubles 30-day	41.5	38.8	41.7	39.9	38.9	46.5	32.5	39.3	37.1	39.2
% Maintenance Appointments Met	86.42	80.72	81.63	89.46	82.31	82.97	84.92	86.15	92.7	83.98
Maintenance Avg Dur Receipt to Clr	28.4	23.4	22.8	22.5	24	29.2	22.6	20.7	21.7	23.7
% Mtce Repeat Troubles 30-day	21.1	18.9	19.1	18.6	18.3	19.6	18.8	18.6	20.1	19.2
% Trouble Report Rate	1.98	2.2	1.97	1.8	2.05	2.4	1.57	1.71	1.99	2
% Out of Service < 24 Hours	56.5	71.8	71.9	81.3	67.2	53.2	76.6	80.9	71.8	70.1

NA = Not Applicable

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BST Totals

For the Time Period: 12/01/1997 - 12/31/1997

Resale Services

BST Grand Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.3	99.03	99.22	99.2	99.49	99.07	99.14	99.3	99.12	99.17
% Provisioning Troubles 30-day	4.39	5.73	5.2	4.08	4.98	4.46	4.73	4.47	4.84	5.03
% Maintenance Appointments Met	90.09	86.14	82.75	92.54	86.79	88.02	89.46	90.28	94.41	87.72
Maintenance Avg Dur Receipt to Clr	20.2	16.91	17.63	16.88	17.87	21.9	15.81	14.76	16.33	17.43
% Mtce Repeat Troubles 30-day	18.31	16.93	17.57	16.36	16.51	17.33	15.85	16.2	17.58	17.05
% Trouble Report Rate	1.69	1.92	1.71	1.46	1.69	1.9	1.37	1.48	1.66	1.71
% Out of Service < 24 Hours	67.7	78.15	76.97	84.11	73.66	63.72	82.83	85.05	78.26	76.66

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Industry - Interconnection Trunking

CLEC All Regions											
For Time Period: 12/01/1997 - 12/31/1997	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region	BST
CLEC INTERCONNECTION TRUNKING											
% Provisioning Appointments Met	100	100	100	100	42.11		100	0	97.1	94.87	86.39
% Provisioning Troubles within 30 days	0	16.42	0	0	0.58		0		0	4.92	0.68
Maintenance Avg Dur Receipt to Clear	6.1	13.52	0.24		0.17		9.43		0.26	0.43	1.91
% Trouble Report Rate	0.04	0.01	0.5	0	2.61	0	0.01	0	0.7	0.34	0.13
For Time Period: 12/01/1997 - 12/31/1997	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST	
BST INTERCONNECTION TRUNKING											
% Provisioning Appointments Met	83.92	81.58	97.94	77.43	90.3	100	98.71	70.14	77.12	86.39	
% Provisioning Troubles within 30 days	1.11	0.34	1.22	0.45	3.17	0.19	0.31	0	0	0.68	
Maintenance Avg Dur Receipt to Clear	1.72	0.92	3.35	1.3	1.06	1.74	0.72	0.7	1.7	1.91	
% Trouble Report Rate	0.14	0.08	0.23	0.17	0.23	0.15	0.07	0.06	0.03	0.13	

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Industry - Unbundled Loops

CLEC All Regions

For Time Period: 12/01/1997 - 12/31/1997

CLEC UNE LOOP

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	93.55	98.25	96.97	100		100			83.85	85.47
% Provisioning Troubles within 30 days	0	16.81	7.5						2.62	4.29
Maintenance Avg Dur Receipt to Clear		18.86	9.46							16.98
% Maintenance Repeat Troubles within 30 days	5.26	16	3.57	0					10.53	9.22
% Trouble Report Rate	0	0.45	0.15	0		0			0	0.11

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Industry – Local Number Portability

CLEC All Regions

For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability Residence	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	100		100		100					100
% Provisioning Troubles 30-days	0		0		0					0
% Maintenance Appointments Met										
Maintenance Avg Dur Receipt to Clr										
% Mtce Repeat Troubles 30-days										
% Trouble Report Rate	0	0	0		0				0	0
% Out of Service < 24 Hours										

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CLEC All Regions

For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability

Business

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
% Provisioning Appointments Met	98.8	100	98.9	100	100	100	100		100	99.8
% Provisioning Troubles 30-days	9.9	0.8	1.1	0	0	16.7	2.1		1	1.9
% Maintenance Appointments Met	86.7	45.5	76			50	66.7		78.6	72.9
Maintenance Avg Dur Receipt to Clr	23.3	31.6	8.8			3.7	10.7		22.4	18.3
% Mtce Repeat Troubles 30-days	0	9.1	20			50	33.3		14.3	14.3
% Trouble Report Rate	0.6	0.2	0.4	0	0	0.4	0.1		0.1	0.2
% Out of Service < 24 Hours		83.3	90.9			100	100		100	91.7

NA = Not Applicable

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CLEC All Regions

For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability

Total

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
% Provisioning Appointments Met	98.9	100	99	100	100	100	100		100	99.8
% Provisioning Troubles 30-days	8.9	0.8	1	0	0	16.7	2.1		1	1.9
% Maintenance Appointments Met	86.7	45.5	76			50	66.7		78.6	72.9
Maintenance Avg Dur Receipt to Clr	23.3	31.6	8.8			3.7	10.7		22.4	18.3
% Mtce Repeat Troubles 30-days	0	9.1	20			50	33.3		14.3	14.3
% Trouble Report Rate	0.6	0.2	0.4	0	0	0.4	0.1		0.1	0.2
% Out of Service < 24 Hours		83.3	90.9			100	100		100	91.7

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measurement group)

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Time Warner - Firm Order Confirmation

III.A.3.1.1.e&f

Reseller: TIME WARNER COMM
Firm Order Confirmation Report
For: 12/1/97 to 12/31/97

III A.3 1.1.e &f.

Data will not be available until second quarter of 1998.

Time Warner - Error Rejects

III.A.3.1.1.a

Reseller: Time Warner Comm
For Time Period: 12/1/97 - 12/31/97
Reject or Error Notification

III.A.3.1.1.a Provisioning Performance Measurements

Notice of Reject or Error Status within one (1) hour of Receipt (Paper/Electronic):

Measures the timeliness of receiving notification that a service order is incorrect and needs to be corrected.

N = Number of Rejects or Error Status Sent less than or equal to 1 hour 0

D = Total number of Rejects or Error Status Sent 0

% of Rejects or Error Status Sent less than or equal to 1 hour

Time Warner - Average Answer Time

III.B.3.6.b

Reseller: Time Warner Comm
For Time Period: 12/1/97 -12/31/97
III B 3 6 b Average Answer Time

Maintenance Measurements

Time Warner Comm will transmit repair calls to the BellSouth repair bureau by telephone until it is able to make use of the Electronic interfaces pursuant to Attachment 15. BellSouth shall measure the average length of time it takes for the BellSouth repair bureau attendant to answer the telephone.

Function	Answer Time
Residence	Not Available due to System Problems
UNE/Interconnections/Special Center	40.40 seconds
Business - (See Note)	77.00 seconds

Note: The Business Repair Centers are changing the configuration of the Electronic Calls Distributors for the region. The data for this measurement will not be available until December, 1997 report period

BellSouth Systems Availability

iod: 12/01/1997 - 12/31/1997

availability

tion	% Availability
	100.00%
ainframe	99.63%
nix	100.00%
	99.55%
	99.20%
TAFI	100.00%

availability for an application is the percentage of
ed available hours that the application was accessible.

ove data is available on web site

www.bellsouth.com/interconnection/oss/oss_hour.html

EXHIBIT NO. 4

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December 8, 1997

VIA FEDERAL EXPRESS

BellSouth Telecommunications, Inc.
675 West Peachtree Street
Atlanta, Georgia 30375
ATTN: General Attorney - Customer Operation Units

Mr. Joseph M. Baker
Vice President-Sales Interconnection Services
BellSouth Telecommunications, Inc.
675 West Peachtree Street, NE Suite 4423
Atlanta, Georgia 30375

RE: Notice and Complaint of Breach of Master Interconnection Agreement
Between Time Warner Communications of North Carolina, L.P., et al
and BellSouth Telecommunications, Inc.

I.

NOTICE

Our law firm represents the Time Warner Communications affiliates (collectively "Time Warner") which are parties to the referenced Agreement dated June 1, 1996, as subsequently amended. This letter will serve as formal written notification of default pursuant to Article XVIII of the Agreement. If BellSouth Telecommunications, Inc. ("BellSouth") fails to cure the default within sixty (60) days of the delivery of this notice, Time Warner intends to initiate the dispute resolution procedure described in Article XX of the Agreement. Please be advised that Time Warner's interpretation of these provisions of the Agreement require any settlement conferences between officers of the respective companies to be held within the initial sixty day notice period. In the event BellSouth is unsuccessful in its attempt to cure its default, as more particularly described herein, Time Warner will initiate formal commercial arbitration as permitted by Article XX.

BellSouth Telecommunications, Inc.
Mr. Joseph M. Baker
December 8, 1997
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II.

COMPLAINT

Particularly, Time Warner submits its complaint that BellSouth has materially breached the Agreement, and in support of its claim states as follows:

1. Time Warner relies upon BellSouth's performance under the provisions of the Agreement for the operation of its telecommunications business in Raleigh and Charlotte, North Carolina, Memphis, Tennessee, and Orlando, Florida, (the "Service Areas").

2. In order to serve its customers in the Service Areas, Time Warner must order, purchase, and take delivery of telecommunications facilities customarily referred to as trunk groups. During the period commencing September 1, 1997, and ending November 30, 1997, Time Warner submitted 238 orders for trunks or trunk groups and BellSouth completed only 75 of these orders on or before the agreed completion date. This performance represents a successful completion rate of only 31.5%. Attached Exhibit A provides an itemization of all pertinent information for each of these orders.

3. In performance of its obligations under the terms of the Agreement, BellSouth is guilty of bad faith in its dealings with Time Warner in the following respects:

- (a) BellSouth has refused and continues to refuse to provide reliable information concerning facility availability prior to and during the ordering process;
- (b) BellSouth has failed to provide reasonable notice to schedule cell site visits;
- (c) BellSouth has failed to provide or clarify information necessary for Time Warner to submit and BellSouth to process its orders;
- (d) BellSouth personnel has been adversarial and unresponsive in an effort to intentionally delay efficient and timely processing of Time Warner's orders;
- (e) BellSouth continues to fail to cooperate in participating in meaningful communications to resolve collocation and installation problems;
- (f) BellSouth does not provide maintenance to Time Warner customers on the

BellSouth Telecommunications, Inc.
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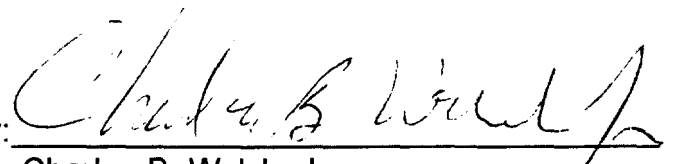
same basis and of the same quality it provides its own customers;

- (g) BellSouth has failed to and continues to fail to provide maintenance status updates as required by the performance standards of the Agreement; and
- (h) BellSouth has intentionally interfered with Time Warner's access to its points of collocation which has seriously impaired Time Warner's efforts to maintain its collocated facilities.

In accordance with Article XX of the Agreement, Time Warner offers to make its Vice President and Service Area General Managers available for conference to discuss the aforementioned disputes and seeks resolution up to and including Wednesday, February 11, 1998. If the dispute is not satisfactorily resolved on or before February 11, 1998, Time Warner will initiate formal commercial arbitration as permitted by the Agreement. Information concerning exact dates, times, and places for settlement conferences should be directed to Ms. Carolyn M. Marek, Vice President of Regulatory Affairs for the Southeast Region, Time Warner Communications, P. O. Box 210706, Nashville, Tennessee 37221, (615) 673-1191.

Respectfully submitted,

FARRIS, MATHEWS, BRANAN & HELLEN, P.L.C.

by: 
Charles B. Welch, Jr.
Attorneys for Time Warner Communications

Nashville City Center
511 Union Street, Suite 2400
Nashville, Tennessee 37219
(615) 726-1200

CBWjr:cg

cc: Carolyn M. Marek

BellSouth Performance Report
September - November 1997

	CITY	CUSTOMER	CRO	TWC PON	ECCKT	LEC CKT ID	LEC FOC	LEC FOCC	LEC DLRD	LEC DLRDC	LEC DD	LEC DDC	JEP
1	16	PCA INTERNATIONAL	CX4HL282	TIM9732400005	18/HCGS/001748/TW	22/HCGS/408076/SB	11/24/97		11/25/97		12/1/97	12/2/97	L1
2	16	AT&T WIRELESS	CX777174	C063-97-PPM-1	16/HCGS/001344/TW	22/HCGS/407142/SB	9/27/97		10/2/97		10/9/97	10/15/97	L1
3	16	SPRINT-FRMNS/FIDNA	CXGCF9R3	TIM9723200028	18/HCGS/001527/TW	22/HCGS/407521/SB	9/3/97	9/3/97	9/4/97	Aug-97	9/9/97	9/9/97	
4	16	MCI	CX4VJQ8	TIM9725100018	16/HCGS/001565/TW	22/HCGS/407596/SB	9/11/97	9/12/97	9/15/97		9/19/97	10/1/97	L1
5	16	CAROLINA TELECOMM	CXF121W0	TIM9624300016-A	18/HCGS/000582/TW	22/HCGS/405638/SB	9/4/97				9/10/97	9/10/97	
6	16	COCA COLA BOTTLING	CXF8P959	TWC16LM097081110	18/HCGS/001570/TW	22/HCGS/407585/SB	9/5/97	9/5/97	9/9/97		9/16/97	9/24/97	L1
7	16	ALLTEL MOBILE COMM	CXFCRS05	TIM43C	18/HCGS/001571/TW	22/HCGS/407560/SB	9/9/97	9/9/97			9/9/97	9/10/97	L1
8	16	MCI	CX83CDK2	TIM9724800040	18/HCGS/001560/TW	22/HCGS/407598/SB	9/11/97				9/17/97	9/18/97	L1
9	16	ALLTEL MOBILE COMM	CXC5JD61	TIM138	16/HCGS/001576/TW	22/HCGS/407561/SB	9/5/97	9/8/97	9/10/97		9/18/97	9/23/97	L1
10	16	BARCLAYS GROUP	CX8JB139CXFPN5D8	TIM97090274 & A	18/HCGS/001578/TW	22/HCGS/407612&407605/SB	9/12/97	9/17/97			10/1/97	10/16/97	L1
11	16	AT&T WIRELESS, INC	CX08GKW4	C099-97-PPM-1	16/HCGS/001606/TW	22/HCGS/407720/SB	10/1/97	9/30/97	10/2/97		10/8/97	10/14/97	L1
12	16	MCI	CX426P82	I2645536	18/HCGS/001617/TW	22/HCGS/407713/SB	9/28/97	9/28/97	10/1/97	Feb-97	10/23/97	10/29/97	L1
13	16	ALLTEL MOBILE COMM	CX7G5K82	TIM161	16/HCGS/001622/TW	22/HCGS/407562/SB	9/22/97	10/2/97	9/12/97		11/13/97	11/19/97	L1
14	16	MCI	CX9FN8Y5	I2648332	16/HCGS/001628/TW	22/HCGS/407767/SB	10/8/97				10/10/97	10/13/97	L1
15	16	MCI	CXDGKDH1	I2847758	16/HCGS/001635/TW	22/HCGS/407775/SB	10/8/97				10/16/97	10/22/97	L1
16	16	PRESBYTERIAN HOSP.	CX0WNNY5	TWC16LM09706062	16/HCGS/001451/TW	24/HCGS/405349/SB	10/16/97				10/23/97	10/23/97	
17	16	VNET	CX9X8QD8	TIM9726500022	16/HCGS/001687/TW	22/HCGS/40787611/SB	10/23/97		10/23/97		10/24/97	10/28/97	L1
18	16	PCA INTERNATIONAL	CXG6FYT4	TIM9730200031	16/HCGS/001711/TW	22/HCGS/407925/SB	11/3/97		11/4/97		11/6/97	11/7/97	D5
19	16	PCA INTERNATIONAL		TIM9730200031	16/HCGS/001712/TW		11/3/97				11/6/97	11/7/97	D5
20	16	VNET	CX2MG783	TIM9730400035	16/HCGS/001719/TW	22/HCGS/407982/SB	11/4/97		11/7/97	Jun-97	11/12/97	11/17/97	L1
21	16	PIEDMONT PLASTICS	CXG7L392	TIM9731600004	16/HCGS/001729/TW	22/HCGS/408079/SB	11/26/97		11/26/97		12/1/97	12/2/97	L1
22	16	MCI	CXD1DLC7	TIM9732300036	16/HCGS/001747/TW	22/HCGS/408068/SB	11/21/97		11/24/97		11/26/97	11/26/97	
23	16	TWCOMM		TIM9728700029	159/T1/CHRLNC33DS0	8051/T1ZF/CHRLNCBODC1	10/22/97				11/14/97	12/3/97	L1
24	16	TWCOMM		TIM9728700016	157/T1/CHRLNC33DS0	8228/T1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
25	16	TWCOMM		TIM9728700016	158/T1/CHRLNC33DS0	8230/T1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
26	16	TWCOMM	CXCK3TY0	TIM9727500015	301/T1/CHRLNC33DS0	9001/T3Z/CHRLNCBOK11	11/3/97	11/3/97	11/4/97		11/7/97	12/3/97	L1
27	16	TWCOMM	CXCK3TY0	TIM9727500007	302/T1/CHRLNC33DS0	9002/T3Z/CHRLNCBOK11	11/3/97	11/3/97	11/4/97		11/7/97	12/3/97	L1
28	16	TWCOMM	CXDY7PB5	TIM9728700010	301/T1/CHRLNC33DS0	9001/T3Z/CHRLNCCA	11/3/97	11/3/97	11/7/97		11/7/97	11/19/97	L1
29	16	TWCOMM		TIM9727500015	101/T1/CHRLNC33DS0	8201/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
30	16	TWCOMM		TIM9727500015	102/T1/CHRLNC33DS0	8202/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
31	16	TWCOMM		TIM9727500015	103/T1/CHRLNC33DS0	8203/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
32	16	TWCOMM		TIM9727500015	104/T1/CHRLNC33DS0	8204/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
33	16	TWCOMM		TIM9727500015	105/T1/CHRLNC33DS0	8205/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
34	16	TWCOMM		TIM9727500015	106/T1/CHRLNC33DS0	8206/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
35	16	TWCOMM		TIM9727500015	107/T1/CHRLNC33DS0	8207/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
36	16	TWCOMM		TIM9727500015	108/T1/CHRLNC33DS0	8208/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
37	16	TWCOMM		TIM9727500015	109/T1/CHRLNC33DS0	8209/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
38	16	TWCOMM		TIM9727500015	110/T1/CHRLNC33DS0	8210/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
39	16	TWCOMM		TIM9727500015	111/T1/CHRLNC33DS0	8211/JT1ZF/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1

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Data Source Remedy